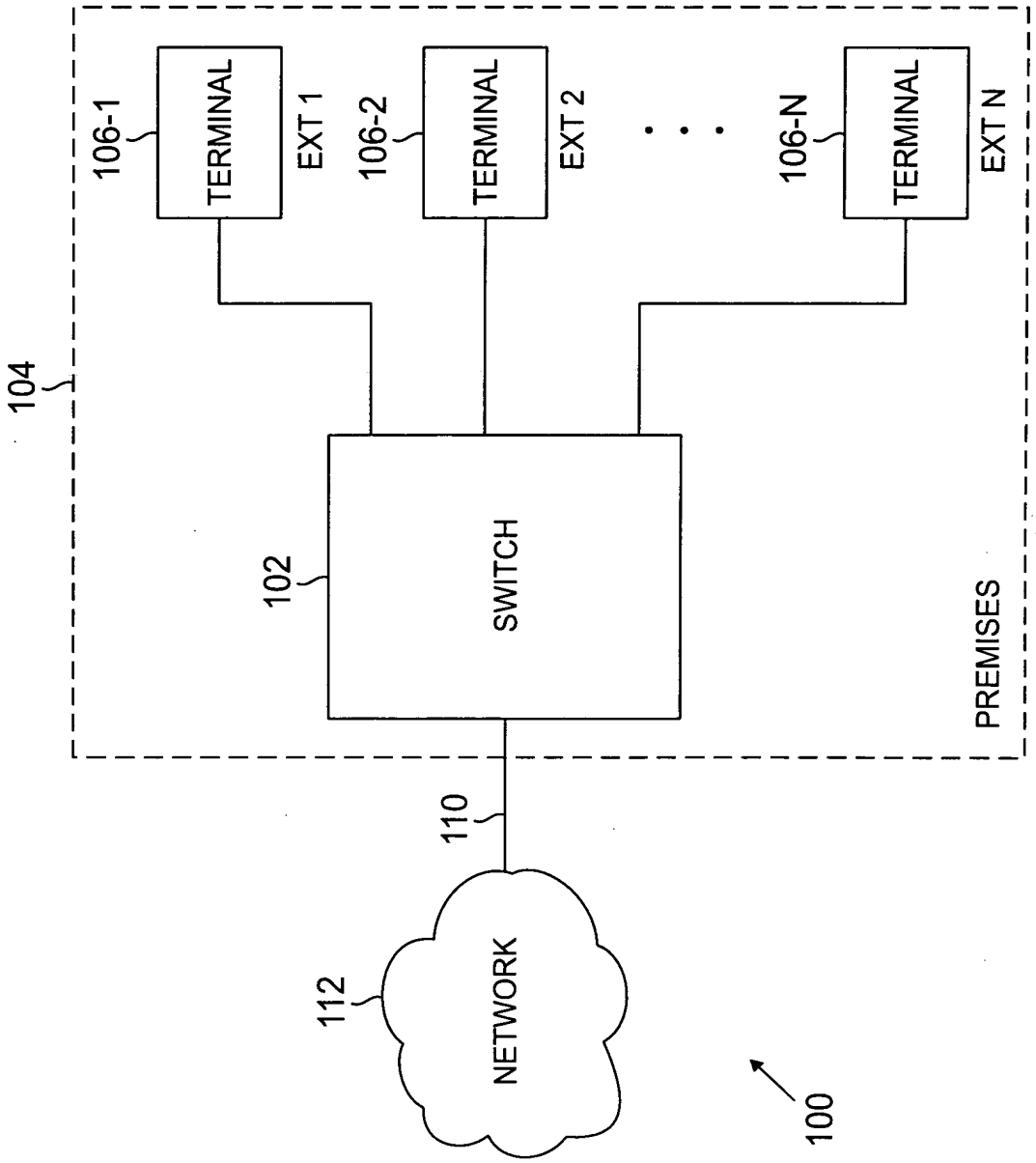

104
106-1
TERMINAL
EXT 1
106-2
TERMINAL
EXT 2
106-N
TERMINAL
EXT N
102
SWITCH
PREMISES
110
112
NETWORK
100

FIG. 1

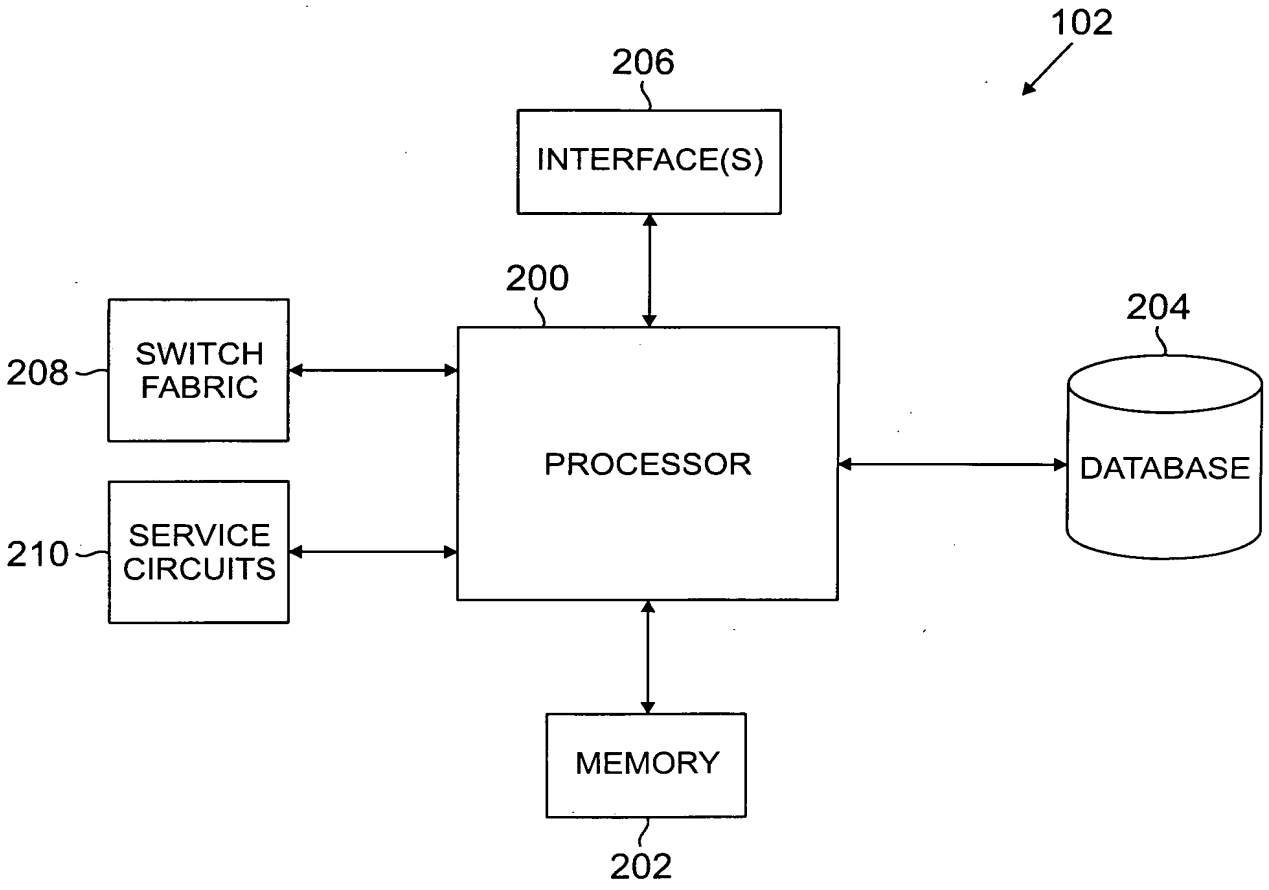

102
206
INTERFACE(S)
200
204
208
SWITCH FABRIC
PROCESSOR
DATABASE
210
SERVICE CIRCUITS
MEMORY
202

FIG. 2

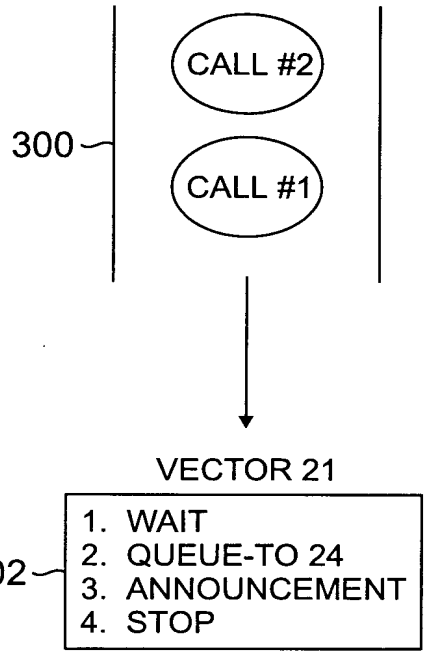
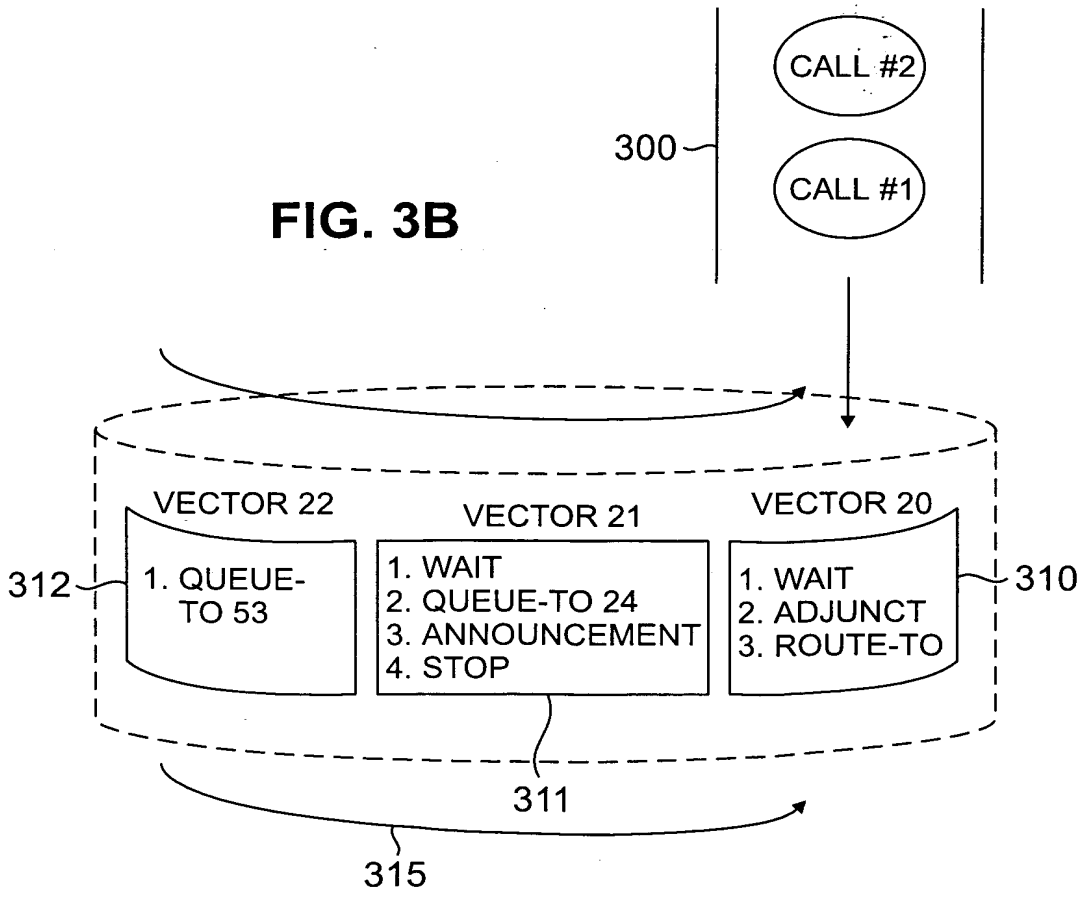

CALL #2
300
CALL #1
VECTOR 21
1. WAIT
2. QUEUE-TO 24
3. ANNOUNCEMENT
4. STOP
302

FIG. 3A

FIG. 3B


CALL #2
300
CALL #1
VECTOR 22
VECTOR 21
VECTOR 20
1. QUEUE-TO 53
1. WAIT
2. QUEUE-TO 24
3. ANNOUNCEMENT
4. STOP
1. WAIT
2. ADJUNCT
3. ROUTE-TO
312
310
311
315

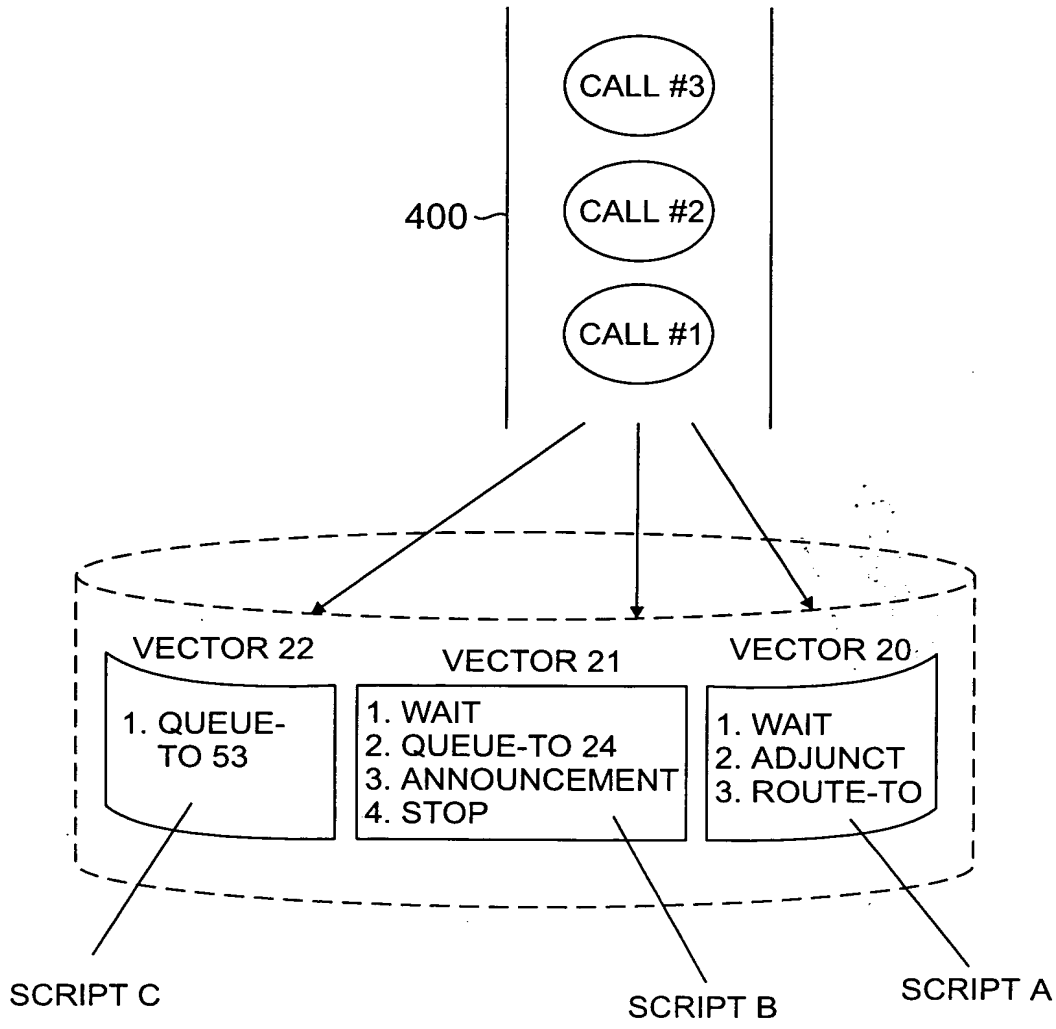

CALL #3
CALL #2
CALL #1
400
VECTOR 22
1. QUEUE-
TO 53
VECTOR 21
1. WAIT
2. QUEUE-TO 24
3. ANNOUNCEMENT
4. STOP
VECTOR 20
1. WAIT
2. ADJUNCT
3. ROUTE-TO
SCRIPT C
SCRIPT B
SCRIPT A

FIG. 4

Vector 20

1 wait-time 0 secs hearing ringback
2 consider skill 5 pri m adjust-by 0
3 goto step 6 if ewt for skill best = 0
4 consider location 1 adjust-by 0
5 consider location 2 adjust-by 0
9 queue-to best

Vector 21

1 wait-time 0 secs hearing ringback
2 queue-to skill 5 pri m

FIG. 5A

display vdn 51234

VECTOR DIRECTORY NUMBER

Extension:	51234		
Name:	BSR LEAD		
Vector Number:	20	Weight:	1
Vector Number:	21	Weight:	1
Vector Number:		Weight:	
Vector Number:		Weight:	
Vector Number:		Weight:	
Allow VDN Override?	n		
COR:	1		
TN:	1		
Measured:	both		
Acceptable Service Level (sec):	30		
VDN of Origin Annc. Extension:			
1st Skill:			
2nd Skill:			
3rd Skill:			

FIG. 5B

Vector 20

1 wait-time 0 secs hearing ringback
2 consider skill 5 pri m adjust-by 0
3 goto step 6 if ewt for skill best = 0
4 consider location 1 adjust-by 0
5 consider location 2 adjust-by 0
9 queue-to best

Vector 21

1 wait-time 0 secs hearing ringback
2 consider skill 5 pri m adjust-by 0
3 goto step 6 if ewt for skill best = 0
4 consider location 3 adjust-by 0
5 consider location 4 adjust-by 0
9 queue-to best

Vector 22

1 wait-time 0 secs hearing ringback
2 queue-to skill 5 pri m

FIG. 6A

display vdn 51234

VECTOR DIRECTORY NUMBER

Extension: 51234
Name: BSR LEAD

Vector Number:	20	Weight:	1
Vector Number:	21	Weight:	1
Vector Number:	22	Weight:	2
Vector Number:		Weight:	
Vector Number:		Weight:	

Allow VDN Override? n
COR: 1
TN: 1
Measured: both
Acceptable Service Level (sec): 30
VDN of Origin Annc. Extension:
1st Skill:
2nd Skill:
3rd Skill:

FIG. 6B